

**2900™**



# **Photo ID System v1.0**

## **QuickStart Guide**

Revision Date July 2, 2003

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***Print your License Number here for easy reference.***

You will need your License Number for technical support. Your License Number can be found inside the software CD jewel case.

# 1. Introduction and Installation

## 1.1 Overview and Features

The Avery® Photo ID system combines ease-of-use and flexibility in a powerful visitor management solution. Avery® Photo ID badges can be quickly created, issued and tracked for individuals and groups of visitors. The system can be used by attendants or by visitors themselves.

Features include:

- **Color Avery® Photo ID Badges** - The system produces superior color or black and white photo IDs with over 50 customizable badge designs. Self-adhesive label, card or laminated badges are available. Choices include both convention and business card sizes.
- **Digital Logging and Reporting** - The application captures, stores and retrieves visitor records including photos. Reports on visitor profiles and visitor activity (both weekly and monthly) can be easily created and updated from the database.
- **Easy to Use** - The Avery® Photo ID System was designed and tested for ease of use and fast visitor sign-in and sign-out. The system remembers returning visitors with quick look-up feature, allowing rapid sign-in.
- **Emergency Reporting** - Reports can be generated immediately to identify pending visitor sign-outs.
- **Network Capable** - Multiple systems can be networked to manage several entrances, exits and sites.

## 1.2 Documentation

In addition to this QuickStart Guide, a full User Guide is available in Adobe® Acrobat® PDF format on the included CD-ROM. The User Guide contains all the information in this guide and much more. To access the User Guide, insert the CD in the CD-ROM drive, navigate to the **Documentation** directory and double-click **UserGuide.pdf**.

## 1.3 Hardware Installation

The hardware installation process is largely dependent on the peripherals (digital cameras, printers and scanners) available. Follow the installation instructions supplied with your hardware. However, for the printer, the following settings are highly recommended, if available:



Note: Printer Settings are available through your printer's preferences menu. For information on how to set your print preferences, reference your printer's manual. Incorrect settings may cause unexpected results.

- Set print quality to medium (often called **Text & Images**). Higher print quality produces more attractive badges, but may take longer to print.
- Set the paper quality to **photo quality ink jet**.
- Set the paper dimensions to **User Defined**. Name the custom paper **Avery® 4x6**. The width should be **400** and the height **600**. Units should be **0.01 inches** if available.
- Set orientation to **portrait**.
- Turn **off** any printer notification messages.

## 1.4 Software Installation

The Avery® Photo ID System installer is built to support easy installation. The suggested defaults are recommended, but may be changed if dictated by information technology (IT) personnel. Please have a valid License Number ready for use (located on the software CD jewel case) and ensure that all hardware is already installed.



Note: Windows administrator or equivalent access is required to perform the following steps.

The software can be installed with the just the server, just the client or both (complete). The server software refers to the database where badge designs and user accounts are stored. The client software refers to the visual interface where visitors are signed in and out. You must have at least one server and at least one client installed to use the system. You may also have several client

installations connected to a single server.

The following list describes the options you have to install the Avery® Photo ID System.

#### *Complete Installation*

This is the default set-up and installs a single client and server on this computer. Use it if you plan to use only a single station or plan to connect other clients to this station's server. This is also known as a stand-alone installation.

#### *Custom: Server Only Installation*

This installs only the server software. If you have a data center, plan to have multiple networked stations or wish to improve security by running the server software and client software on separate systems, use this installation procedure (refer to Chapter 2.3.4 in the User Guide).

#### *Custom: Client Only Installation*

This installs only the client software for connection to an existing server. Use this method if your site already has a central server or you need to add a station to an existing complete system. Refer to Chapter 2.3.5 in the User Guide.

### 1.4.1 Complete Install

The **Complete Install** is the simplest deployment for operating the Avery® Photo ID System. Use **Complete Install** if you need only a single station or don't plan on networking multiple stations together. No network connection is required.

1. Insert the Avery® Photo ID System CD into the CD-ROM drive. The installer process should begin automatically. If not, use Windows Explorer to navigate to the CD-ROM drive and double-click **Setup.exe**.
2. The **Preparing to Install** dialog box appears. Click **Next** to continue.
3. The license agreement appears. Please read carefully and click **Yes**, if you accept the terms and conditions.



Note: You must accept the license agreement to use the Avery® Photo ID System.

4. Select the **Complete** installation option.
5. Select the installation directory you prefer. The default installation path is **C:\Program Files\Photo ID System\**. Unless you need to install in another location, the default settings are recommended. Click **Next**.
6. Select a program folder and click **Next**. The default is **Avery Photo ID System**.
7. You are prompted for the License Number. Enter the Avery® Photo ID System License Number provided with the product. A valid License Number must be entered to continue. Click **Next** to continue.
8. Review all of your installation settings carefully. Click **Next** to begin full installation.
9. The installation may require several minutes to complete.
10. Upon completion, please view the **README** file. It contains release notes, additional product information and other important material. Click **Finish** when complete.
11. The system does not require rebooting and can be used immediately!



Note: You can still connect remote stations to a **Complete** install. You only need to install the client on the additional stations. See the instructions in Chapter 2.3.5 of the User Guide for instructions on how to add a client station.

## 2. Getting Started

### 2.1 Launch the Application

To launch the Avery® Photo ID System, double-click the icon on the desktop. If this is the first time the application has been launched, the first run sequence will execute. Otherwise, enter your **username** and **password** (set and provided by an administrator) and click **Log-In**.

### 2.2 First Run

The first time the application is run, an administrator account must be created. Ensure that the **username** and **password** are secure, recorded and not easily compromised.

#### Procedure:

1. Double-click the **Photo ID System** icon to run the application. The **First Run** screen appears.
2. Fill in the set-up information for the administrator account. Provide a **username** and **password**, then re-enter the **password** to confirm. This account will allow full access to the Avery® Photo ID System so be sure to avoid easily guessed passwords.



Note: Make certain this information is stored in a safe place and cannot be lost. If lost, the application must be completely reinstalled.

3. Add your organization's name and select the station name. Using a unique name for each station (i.e., **Front Lobby 1**) is highly recommended.
4. Click **Launch Settings** to allow the application to access the Web camera. Select **Allow** and check **Remember**, then click **Close**.
5. Click **Done** when finished. The data is saved and the application is ready for use.

### 2.3 Use the Default Visitor Settings

The Avery® Photo ID System can be used immediately in the **Visitor** mode,

with no customization needed. Simply follow the steps below and the on-screen instructions.

#### Procedure:

1. Double-click the **Photo ID System** icon to run the application. The **Log In** screen appears.
2. Log-in as an administrator or attendant, if you've created an attendant account. The **Station** mode screen appears. Click **Visitor**. The **Welcome** screen appears.
3. A visitor badge can now be created and printed following the on-screen steps. For further reference, see Chapter 6 in the User Guide.
4. To leave the **Visitor** mode, click the lock icon at the bottom right of the screen. Enter an administrator or attendant **username** and **password**, then click the check-box icon. Click **Exit**.

### 2.4 Use the Default Attendant Settings

The Avery® Photo ID System's default attendant settings enable the system to be used with no customization needed.

#### Procedure:

1. Double-click the **Photo ID System** icon to run the application. The **Log In** screen appears.
2. Log-in as an attendant. The **Station** mode screen appears. Click **Attendant**. The **Create A Badge** screen appears.
3. The default badge design is a single day badge, with a photo. To change this, select a different badge from the drop-down list box. The badge is previewed to the right. Follow the on-screen steps to create and print a badge. For further reference, see Chapter 5 in the User Guide.
4. To exit the **Attendant** mode, click **Main Screen** at the top right of the screen.

## 3. Common Visitor Tasks

### 3.1 New Visitor Sign-In

When the Avery® Photo ID System is in the **Visitor** mode, visitors can enter their own information. The attendant should have the badge print at their desk for issuance to the visitor. In addition, the visitor should return the badge to the attendant to sign-out.

#### Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Visitor**. The **Welcome** screen appears.
2. The visitor selects **Click Here to Sign In**. If a unique identifier (E-mail address or driver's license) is requested, the **Text Entry** screen appears. (By default, a unique identifier is optional. To change the settings, see Chapter 4 in the User Guide.) If a unique identifier is not requested, the **Photo** screen appears and the visitor can skip to step 4.
3. The visitor enters the unique identifying information as requested (this will also allow faster check-in in the future with the quick look-up feature). The visitor clicks **Continue**. The **Photo** screen appears.
4. The visitor steps in front of the camera and positions their face so it is centered in the photo area of the on-screen badge. The visitor clicks **Start Countdown** when ready. The **ID Badge Preview** screen appears.
5. If the photo is sharp and clear, the visitor clicks **Accept Photo** and the **Visitor Information** screen appears. If the photo is unacceptable, the visitor clicks **Re-take Photo**.
6. The visitor enters the visitor information. Each item with bold text is a required field and must be entered for the badge to print. The visitor clicks **Print Badge** when finished. Printing begins.
7. The visitor follows the on-screen instructions to retrieve the badge and then reviews the instructions for returning the badge at the end of the visit.
8. The visitor clicks **Done** and the application returns to the **Welcome** screen. The system will also revert back to the **Welcome** screen automatically after a few minutes.

### 3.2 Return Visitor Sign-In

#### Procedure:

1. Log-in as an administrator or attendant.. The **Station** mode screen appears. Click **Visitor**. The **Welcome** screen appears.
2. The visitor selects **Click Here to Sign In**. The visitor enters the same unique identifier (E-mail address or driver's license) entered previously. If no identifier was entered previously or if it changed, the visitor follows the new visitor sign-in process above. Otherwise, the visitor clicks **Continue**. The **Visitor Information** screen appears.
3. The **Visitor Information** screen shows the retrieved information and photo. The visitor ensures that the information is accurate and acceptable. The visitor updates any outdated information. To change the photo, the visitor clicks **Re-take Photo** and follows the on-screen instructions and then clicks **Accept Photo** when finished. The badge prints.
4. The visitor follows the on-screen instructions to retrieve the badge and then reviews the instructions for returning the badge at the end of the visit.
5. The visitor clicks **Done** to return to the **Welcome** screen. The system will also revert back to the **Welcome** screen automatically.

### 3.3 Visitor Sign-Out

If visitors are required to sign-out, an attendant is recommended. The sign-out process should follow the facility's security policy and accordingly may require additional steps. The sign-out process is displayed on-screen and can be customized by an administrator.

#### Procedure:

1. The visitor follows the on-screen instructions for returning the badge that were displayed when the badge created.
2. The visitor leaves the premises.

## 4. Common Attendant Tasks

### 4.1 New Visitor Sign-In

When the Avery® Photo ID System is in the **Attendant** mode, visitors will need to check with the attendant to receive a badge. To issue a single badge to a new visitor, follow these steps.

**Procedure:**

1. Ensure that the Avery® Photo ID System application is in the **Attendant** mode. Select **Create a Badge** on the top navigation bar. The **Create a Badge** screen appears.
2. The default badge layout is displayed on the right and is listed in the drop-down list box. To change to another badge configuration, open the drop-down list box and click the desired configuration.
3. When the visitor approaches, a unique identifier, such as E-mail address or drivers license, may be mandatory. If so, enter the unique identifier (the field is optional, by default). Click **Sign In** to begin. The **Photo** screen appears.
4. Ask the visitor to step in front of the camera. Adjust the camera and the visitor's position until their face is centered in the photo area of the on-screen badge. Click **Take Photo** when ready. The **ID Badge Preview** screen appears.
5. Review the photo displayed in the badge. If it is unacceptable, click **Re-take Photo** to return to the previous step. Otherwise, click **Accept Photo**. The **Visitor Information** screen appears.
6. Enter the visitor's information. Each bold item is a required field and must be entered for the badge to print. Select the **Type** and the **Expiration Date**, if appropriate. Click **Print Badge** when you have finished. Printing begins and the badge is added to the database.
7. Remind the visitor to return the badge before leaving the premises. If no host is required, give the badge to the visitor. If a host is required, alert the host that the visitor has arrived. Give the host the visitor's badge.
8. Click **Done** to return to the **Create a Badge** screen.

### 4.2 Sign-Out

When the Avery® Photo ID System is in the **Attendant** mode, visitors will need to sign-out with the attendant before leaving the premises. To check the visitor out of the system and off the premises, do the following. The visitor should not leave until all steps are completed.



Note: The same procedure is used for checking out both individual visitors and visitor groups.

**Procedure:**

1. Ensure that the Avery® Photo ID System application is in the **Attendant** mode. Select **Scan A Badge** on the top navigation bar. The **Choose An Action** dialog box appears. Select **Scan Out**. The system is now ready to scan out a visitor.
2. When the visitor approaches, ask the visitor for the badge. When you receive it, you may either scan the barcode or type in the barcode number. Click **Submit**. The system will search and retrieve the badge, displaying on-screen instructions.
3. Follow the on-screen instructions for handling the badge. If you are instructed to destroy the badge, ensure that the badge is physically cut up, shredded or otherwise made unusable before discarding it. If the badge is not found, follow the on-screen instructions for resolving the issue. The visitor should not leave yet.
4. Click **Done** to complete the process and return to the **Create a Badge** screen. The visitor can leave.

## 5. Special Features

### 5.1 Personalize the Avery® Photo ID System

The application allows a very wide range of customization to fit your organization's needs. Refer to Chapter 4 in the User Guide for additional details.



Note: To customize the application, you must first log-in as an administrator.

#### Change the on-screen organization name and logo:

1. Select the **Administrator** mode. The **Badge Designs** screen appears.
2. Click **Station Options** on the top navigation bar. The **Station Options** screen appears.
3. At the bottom right, under **On-Screen Name & Logo**, click **Modify**. The **On-Screen Name & Logo** dialog box appears.
4. Enter a new organization name and optionally, load the organization's logo. The logo must be in JPEG or Flash SWF format.
5. Click **Save** when finished. The new organization and/or logo appears in the **Visitor** mode.

#### Add new user accounts to the system:

1. Select the **Administrator** mode. The **Badge Designs** screen appears.
2. Click **System Options** on the top navigation bar. The **System Options** screen appears.
3. At the top left under **User Accounts**, click **New**. The **User Accounts** dialog box appears.
4. Enter a new **username** and **password** and select an access level. Administrators have full access to every area of the system. Attendants can only access the **Attendant** and **Visitor** modes. (See Chapter 4.3.1 in the User Guide.)

5. Click **Save** when finished. The new user appears in the **User Accounts** list box. This account can be used immediately.

#### Change the default badges for the Visitor and Attendant modes:

1. Select the **Administrator** mode. The **Badge Designs** screen appears.
2. Select **Station Options** on the top navigation bar. The **Station Options** screen appears.
3. At the top left, under **Badge Design Defaults**, click **Modify**. The **Badge Design Defaults** dialog box appears.
4. Using the drop-down list boxes, choose a new default design for the **Visitor** and **Attendant** modes. The new default is previewed on the right.
5. Click **Save** when finished. The new default badges appear in the **Visitor** and **Attendant** modes.

## 5.2 Reporting

A detailed report can be generated from the badge database, allowing visitor history to be easily referenced. Pending visitor sign-outs can be quickly checked for emergency use.

### 5.2.1 Standard Reports

#### Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Administrator** or **Attendant**.
2. Click **Reporting** on the top navigation bar. The **Reporting** screen appears.
3. Select a report type (weekly or daily). If desired, select a different badge design. Select the month, day and year to set the starting date. Click **Run Report**. The report is generated.



Note: The report may take several moments to generate, depending on system performance and the number of visitors in the database.



4. The report is displayed in Microsoft® Excel. If Microsoft® Excel is not found, the results will be displayed in the default Web browser.

### 5.2.2 Create a Report

Administrators or attendants can create customized reports based on date ranges, visitor information and badge types.

#### Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Administrator** or **Attendant**.
2. Click **Reporting** on the top navigation bar. The **Reporting** screen appears.
3. On the left, fill in all desired fields for the database search. A visitor's first name, last name and unique identifier can all be searched or any substring of each. Specify the date range to search by using the drop-down list boxes. Optionally, choose a badge design to include in the search. Click **Search**. The report is generated.



Note: The report may take several moments to generate, depending on system performance and the number of visitors in the database.

4. Results are displayed on the right. Double-clicking on a result will open a **Visitor Detail** screen. If no results are found, an on-screen message appears.

### 5.2.3 Emergency Report

The Avery® Photo ID System enables quick emergency reporting to identify pending visitor sign-outs (have signed-in, but have not signed-out).

#### Procedure:

Click **Run Emergency Report** at the bottom left of the screen. A **Confirmation** dialog box appears. Click **Yes**. An emergency list of all pending visitor sign-outs is generated and, if E-mail has been properly configured (see Chapter 4 in the User Guide), automatically distributed to the recipients as listed in the **System Options**. This report may also be printed directly on blank ID badges.

## 5.3 Database Back-up

Regular, periodic back-ups are crucial to the security and stability of the Avery® Photo ID System. The system includes archiving, back-up and restoration scripts that facilitate this process and make data recovery easy. However, database back-up and maintenance tasks are advanced topics and are best handled by IT support staff.

For more information on scheduling automated back-ups and other database maintenance tasks, see Chapter 9 in the User Guide.

## 6. Tips For Best Results

### 6.1 Optimize Hardware Set-up

The physical dimensions and location of the station can significantly improve utilization of the system.

- Ensure that the station is located in a position that allows users to quickly see it. Consider avoiding corners of the room.
- The monitor should be at eye-level with the users, attendants or visitors.
- The user's hands should rest naturally on the keyboard, with the elbows bent at approximately a 90-degree angle.
- The mouse or pointing device should be located near the keyboard and ideally convenient for both right- and left-handed users.
- At least one station should be available for visitors in wheelchairs.
- Ensure that the printer is set to output in portrait orientation.
- Be sure the badge paper product matches the badge design as selected in Step 2 of the badge design process. (See Chapter 4 in the User Guide.)
- Consider installing an uninterruptible power supply (UPS) for the systems in locations prone to power outages.
- Conduct regular back-ups.

### 6.2 Improve Photo Quality

To improve the photo quality, there are two considerations: the quality of the input (the camera) and the quality of the output (the printer). Guidelines for improving both are provided below.

- Ensure that the camera is not directly facing any light sources, including windows or glass doors.

- Some cameras offer backlight compensation (accessible through the **Control Panel**), which can dramatically improve image quality.
- If possible, the background should be matte or non-reflective.
- The visitor's face should be well illuminated.
- Adjust camera settings such as brightness, contrast and resolution as needed.
- The camera should be adjustable to accommodate both tall and short visitors.
- Increase image quality settings to highest in the printer control.
- Use only Avery® Photo ID badge products.

### 6.3 Adjust Badge Print Speed

Badge printing speed will vary by the model and settings of your printer. The following are suggestions for improving print speed.

- Consider reducing the amount of design elements on your badge and increasing white space.
- Keep badge text to the minimum needed.
- Consider using badge designs without photographs.
- Adjust your printer settings to increase print speed and decrease image quality (i.e., black and white instead of color).
- Consider installing multiple Avery® Photo ID System stations in high traffic areas.

### 6.4 Decrease Wait Time

Wait time for visitors is influenced by several factors, as discussed earlier. The best solution to decrease wait time in high traffic areas is to increase the available stations as necessary as traffic increases.

- In areas of high traffic, install multiple Avery® Photo ID System stations.
- Prominently position the badge station to increase visibility.
- Ensure that the printer is located nearby for easy badge retrieval.
- Pre-print badges for expected visitors whenever possible.
- Optimize badge print speed (as noted above).
- Enable the unique identifier field and set it to required.
- Set-up the stations to allow easy access to new visitors and easy exit once a visitor is issued a badge.
- Avoid harsh glare by positioning the monitor so that it does not face a window, door or other direct light source.

## 7. Getting help

### 7.1 Registration

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Only registered users of the Avery® Photo ID System will receive full technical support, assistance and other information. You may register in any of the following ways:

- Mail or fax the registration card enclosed with your software CD.
- Register on-line at **[www.photoID.avery.com](http://www.photoID.avery.com)**
- Call 1-800-73-AVERY (1-800-732-8379)

### 7.2 Consumer Support

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**[www.photoID.avery.com](http://www.photoID.avery.com)** has answers to some common questions and problems or you may contact Avery® Consumer Service Centers for product related information.

#### *United States*

Phone: 1-800-73-AVERY (1-800-732-8379)  
Fax: 1-800-831-2496

#### *Canada*

Phone: 1-888-GO-AVERY (1-888-462-8379)  
Fax: 1-888-283-7939

### 7.3 Technical Support

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Registered users of the Avery® Photo ID System will receive telephone or electronic support in the following areas:

- Installation assistance: installing the Avery® Photo ID System for the first time on your first computer.
- Upgrade assistance: upgrading your Avery® Photo ID System to the latest version.

- Documented product defects or assistance identifying software issues for all currently supported versions of the Avery® Photo ID System.

If you have a question, be sure to check the User Guide and our on-line help resources before calling Avery® Technical support.

*Technical Support for the United States and Canada:*

Phone: 1-972-389-3699

Fax: 1-972-446-2717

If you call Avery® Technical Support, please be at your computer with the Avery® Photo ID System running. Be prepared to provide the following information:

- Your site License Number from your original software CD jewel case or organization name & address to identify your site.
- To find the version of the Avery® Photo ID System that you are using, check the lower left of the **Station** mode screen immediately after logging in as an administrator or attendant. Alternatively, check the release notes on the CD for version information.
- Details about your computer, including the type of computer, operating system, network, printer and printer driver and amount of memory.
- The EXACT wording of any messages that appeared on your screen.
- What you were doing when the problem occurred.
- Whether or not you could recreate the problem.
- How you tried to solve the problem.



Note: Warranties for the barcode scanner, Web camera, computer and printer are provided by the hardware manufacturer. Please see your hardware manual or other documentation for details on the warranties of these products.

## 7.4 Expanded Support

In addition to basic support, for a period of 6 months after your purchase date, you will be able to receive expanded support for product usage questions or other issues and problems. If not already registered when you first call in, you will be asked to provide registration information before receiving technical assistance. Please have your original software CD jewel case available with the License Number printed on it. The License Number is also listed in the **User Mode Selection** screen.

### Support & Upgrade Plan

After your 6 month period of free expanded technical support is over, technical support is available on an annual basis by enrolling in our Support & Upgrade Plan. This plan allows you to:

- Call or E-mail our technical experts for their assistance in a broad range of areas about the Avery® Photo ID System.
- Receive, at no additional charge, any new versions or updates of software for the Avery® Photo ID System that are released while you are enrolled in the plan.

For more information on this plan, see the warranty registration card enclosed with your software or visit [www.photoID.avery.com](http://www.photoID.avery.com).

*Great results  
begin with Avery!*<sup>TM</sup>



**We're here to help!** To find out more about our complete line of products and software solutions, contact us:



[www.photoid.avery.com](http://www.photoid.avery.com)

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Printed in the USA  
695597